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TITLE PAGE

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- 1. AGREEMENT BETWEEN THE MEMBER LINES OF CTHE GRUESE CHART INTERNATIONAL ASSOCIATION.
- 2. FEDERAL MARITIME COMMISSION NUMBER 10071.
- 3. THE GENERIC CLASSIFICATION OF THIS AGREEMENT IN CONFORMITY WITH 46 C.F.R. Section 572.104 IS A COOPERATIVE WORKING AGREEMENT AMONG PASSENGER CRUISE CARRIERS.
- 4. NOT APPLICABLE.
- 5. NONE.

(Supersedes last restatement dated March 8, 1989.)

NOTE: AGREEMENT NO. 10071 INCLUDES ALL AMENDMENTS THROUGH NO. \{26,\} [27,] EFFECTIVE \{\text{NOVEMBER 4, 1997}\} [JULY 15, 1998]



The Cruise Lines International Association Agreement

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ARTICLE 3 - PARTIES TO THE AGREEMENT

The parties to this Agreement are:

AMERICAN HAWAII CRUISES
[Robin Street Wharf]
1380 Port of New Orleans Place
New Orleans, LA 70130-1890

BERGEN LINE, INC. 405 Park Avenue New York, NY 10022

CARNIVAL CRUISE LINES 3655 NW 87th Avenue Miami, FL 33178

CELEBRITY CRUISES, INC. 5201 Blue Lagoon Drive Miami, FL 33126

COMMODORE CRUISE LINE {, LTD.} 4000 Hollywood Boulevard Suite 385, South Tower Hollywood, FL 33021

COSTA CRUISE LINES
World Trade Center Bldg.
80 SW 8th Street
Miami, FL 33130-3097

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CRYSTAL CRUISES
2121 Avenue of the Stars, Suite 200
Los Angeles, CA 90067

CUNARD
{LINE LTD.} [6100 Blue Lagoon Drive, Suite 400]
{555 Fifth Avenue
New York, NY 10017} [Miami, FL 33126]

DELTA QUEEN STEAMBOAT CO. {Robbin} [Robin] Street Wharf 1380 Port of New Orleans Place New Orleans, LA 70130-1890

DISNEY CRUISE LINE 210 Celebration Place Suite 400 Celebration, FL 34747-4600

FIRST EUROPEAN CRUISES 95 Madison Avenue, Suite 1203 New York, New York 10016

HOLLAND AMERICA LINE 300 Elliott Avenue West Seattle, WA 98119 {MAJESTY CRUISE LINE 901 South America Way Miami, FL 33132}

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MEDITERRANEAN SHIPPING CRUISES 420 Fifth Avenue New York, New York 10018-2702

NORWEGIAN CRUISE LINE

{95 Merrick Way } [7665 Corporate Center Drive]

{Coral Gables, FL 33134} [Miami, FL 33126-1201]

ORIENT LINES, INC.
1510 S.E. 17th Street[, Suite 400]
Ft. Lauderdale, FL 33316

PRINCESS CRUISES 10100 Santa Monica Blvd. Los Angeles, CA 90067

RADISSON SEVEN SEAS CRUISES 600 Corporate Drive, Suite 410 Ft. Lauderdale, FL 33334

REGAL CRUISES
{4199 34th Street South, Suite B103} [300 Regal Cruises Way]
{St. Petersburg,} [P.O. Box 1329
Palmetto,] FL {33711} [34220]

ROYAL CARIBBEAN INTERNATIONAL 1050 Caribbean Way Miami, FL 33132

ROYAL OLYMPIC CRUISES 1 Rockefeller Plaza, Suite 315 New York, NY 10020

The Cruise Lines International Association Agreement

American Society of Travel Agents Association of Retail Travel Agents American Automobile Association Alliance of Canadian Travel Associations National Association of Cruise Only Agencies

- cruise industry promotional, educational and travel agency training programs, including FAM trip programs offered on such terms as individual member lines desire, and may allow travel agents listed in the Association's Master List of Independent Travel Agents to participate in such programs at reduced rates.
- between the Member Companies of this Agreement and Independent Travel Agents in the United States and Canada, as set out in Appendix A.
- remarkable of the relationsh o trademarks, intellectual property and other marketing, promotional or educational materials and information only in connection with the marketing and promotion of cruises of Member Cruise Lines, and for other purpose. Member Cruise Lines may not sublicense, assign or provide such seal, trademarks or intellectual property, materials or information to any third parties, including affiliates or associates, without the Association's written authorization. The Association's seal, trademarks, intellectual property, materials and information may not be utilized to market or promote non-cruise products or services, including related travel industry products or services provided by Members, or their affiliates and associates. The Association may establish and modify rules applicable to Member Cruise Lines and affiliated travel agencies' use of the Association's seal, trademarks intellectual property, materials and information.]

ARTICLE 6 - OFFICIALS OF AGREEMENT AND DELEGATION OF AUTHORITY

The Member Companies shall authorize individuals to file amendments to this Agreement or any other papers or documents related 40 this Agreement. At present, and until revoked, the Member Companies FMC authorize the President of the Association to file on their behalf amendments to this Agreement or any papers or documents related to this Agreement.

ARTICLE 7 - MEMBERSHIP, WITHDRAWAL, READMISSION AND EXPULSION

Eligibility. Any company (as defined below) is eligible to be a Member provided it (1) is engaged in passenger liner or cruise ship marketing, within the scope defined in Article 4 hereof, on behalf of a

The Cruise Lines International Association Agreement

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company which operates, or demonstrates an intention in good faith to company which operates, or demonstrates an intention, one or more cruise vessels carrying passengers on cruises of at least three days' duration, which vessels (a) are at least 2,500 gross registered tons or equivalence British Registered Tons, whichever is larger, and have a capacity of at least 100 passengers per voyage or (b) have a capacity of at least 80 passengers per voyage, are at least 150 feet overall length, and have a fleet capacity of at least 5,000 passengers per year; (2) generates (or is projected to generate) a minimum of twenty percent (20%) of its corporate cruise revenue from North American operate, within twelve (12) months of application, one or more cruise vessels carrying passengers on cruises of at least three days' duration,

sales; (3) maintains an office location and company representative in North America; (4) publishes its cruise brochure/sales materials in English with price statements in United States or Canadian dollars; and (5) meets the conditions stated below in this Article 7.

"Member Company" as used herein refers to a specific trade name marketed. If the same entity or a parent, subsidiary, affiliate, brance or division thereof operates and markets such shine. under which a passenger liner or cruise ship (or ships) is operated and trade name, each such trade name operation must meet the qualification: p for Membership. Those so qualifying will be granted separate Memberships.

No application shall be refused except for just cause and any such refusal shall be immediately reported to the Federal Maritime Commissions with the reasons therefor. ["Just cause" shall include illegal with the reasons therefor. ["Just cause" shall include illegal activity, other wrongful or tortious conduct, or activities, policies n the part of any applicant for membersh in the part of any applicant for membersh in agencies or prospective passengers.

New applicants for Membership which mee ill be accepted in the Association and in t affiliations or associations on the part of any applicant for membersh which are harmful to the cruise industry or the relationships between Member Cruise Lines and travel agencies or prospective passengers.]

Admission and Fees. the foregoing qualifications will be accepted in the Association and become Member Companies upon signing a counterpart of this Agreement, providing certification of eligibility for membership, including evidence of the existence of a passenger vessel and ownership or operating rights to such vessel, and of the existence of a performance bond, and upon satisfying the financial obligations, as set forth from time to time in the Members Fee Schedule adopted by the Membership.

C. Expulsion and Withdrawal.

(1). No Member can be expelled except for failure to abide the terms and conditions of Membership in the Association[, or for justice as defined in this Article].

(2). Upon recommendation by the Managing Committee, a Member Company may be expelled by majority vote at any duly convened Membership that the formal for the formal for the formal for evidence of the existence of a passenger vessel and ownership or

- Company may be expelled by majority vote at any duly convened Membersh () meeting for such failure, provided that thirty (30) days advance writt notice shall have been given to such Member Company setting forth the intention to propose expulsion, the reasons therefor, and the right to appear and be heard at the meeting at which such expulsion shall be proposed.

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[The Cruise Lines InternationalOriginalAssociation AgreementPage No. 10a]

Any Member Company shall be free to act independently as to remuneration, choice, and commercial or other relationship with Independent Travel Agents, including those not on the Master List of Independent Travel Agents, without affecting full membership rights under this Agreement.

The Cruise Lines International Association Agreement

{Third} [Fourth] Revised Page No. A-1

APPENDIX A

TERMS AND PROVISIONS REGARDING AFFILIATION OF INDEPENDENT TRAVEL AGENTS

[Independent Travel Agents which comply with the terms and provisions set forth in this Appendix A may become "Affiliated Agents" and be included on the Association's Master List of Independent Travel and Light Agents. Affiliated Agents are not members of the Association, but sha have the rights and responsibilities set forth in this Appendix A and rules applicable to Affiliated Agents which the Association may adopt rules applicable to Affiliated Agents which the Association may adopt

- 1. <u>DEFINITION</u>. For purposes of this Agreement, an Independent Travel Agent (hereinafter "Agent" or "Agency") is defined as any personal entity or department of an entity that is engaged in the business of selling travel or travel related services
- AGENCY FEES. An application fee of U.S. \{\$85.00\} [\$80.00] an \frac{9}{2} an Annual Agency Fee of U.S. \{\$170.00\} \[\frac{15219.001}{15219.001}, \text{ the levels of application, shall be collected to the of application. Agencies notified of an Annual Agency Fee of U.S. (\$170.00) [\$219.00], the levels of which listing during the first nine (9) months of any fiscal year shall pay . the full annual fee; agencies notified during the last three (3) month of any fiscal year shall pay the full annual fee which shall be credit for the full ensuing fiscal year. Agency Fees (non-refundable) shall $\overline{\triangleright}$ collected for each location on or before the commencement of each fisc = year and the Association shall thereafter promptly give notice to any agency from whom it has not received an Annual Agency Fee. Such notice shall include a final notice for payment, and failure to remit within the time specified will subject the Agency concerned to automatic the time specified will subject the Agency concerned to automatic termination without further notice. Reinstatement can be effected, as of the date of postmark of the delinquent payment, by mailing to the Association the amount of such payment, plus a sum equal to one-half to Annual Agency Fee; said sum being acknowledged by the Association and the involved Agency as constituting liquidating damages for such delinguency to be applied because the amount of actual damages would to difficult if not impossible to ascertain.
- CONSIDERATION OF APPLICATION. An applicant for listing shall submit a completed application, in a form prescribed by the Association, and tender payment of the application fee and the Annual Agency Fee. When an applicant has complied with the conditions set forth herein, its name shall be placed on the Master List of Independent Travel Agents and it shall be promptly notified of that action. In the event an application is denied, notice shall be given containing the reasons for such denial.

ve Date: Friday, Septo on Wednesday, April

- PLAN FOR SECURING PERFORMANCE OF LISTED TRAVEL AGENTS. Association will arrange coverage to secure the performance by {Listed Travel [Affiliated] Agents of their obligations to Members by either engaging a bonding company or establishing a Security Fund under the direction of an Administrator. Such Plan may, from time to time, be changed by the Association. Proof of claims against {a Listed} [an Affiliated Agent shall be filed in accordance with such instructions a are issued by the Association from time to time. Such claims shall be for the net amount of sales. Any remuneration due to the Agent after and default situation shall revert to the Administrator paying the claim as a salvage. for the net amount of sales. Any remuneration due to the Agent after a
- CONDITIONS FOR AGENCY AFFILIATION. the relationship between {Listed} [Affiliated] Agents and Association Members are set forth in CLIA's new member kit and, upon request, are available for an applicant's advance review. These Conditions are as follows:
- ACCOUNTABILITY You are responsible to account for sof Member Cruise Lines and to maintain records ruise Lines' transactions. Such accounting lable for review by the Member Cruise so hours. (a) ACCOUNTABILITY - You are responsible to account for proprietary documents of Member Cruise Lines and to maintain records relating to Member Cruise Lines' transactions. Such accounting and records will be available for review by the Member Cruise Line concerned during normal business hours.

 (b) TICKETING, REMITTANCES, AND REMUNERATION - In accordance with each Member Cruise Line's policies.

 (c) PROMOTION - You may display the CLIA seal on your promotional pieces related to the development of the business of Member Cruise Lines and are encouraged to do so. Of course, such promotional
- Cruise Lines and are encouraged to do so. Of course, such promotional pieces should conform to truth and good taste. You are responsible for the accuracy of your promotional pieces and for compliance with applicable governmental requirements. CLIA will make every attempt to [The CLIA seal, trademarks, assist you when and where possible. intellectual property and marketing, promotional or educational materials and information created or developed by CLIA may be used only in connection with the marketing and promotion of cruises of Member Cruise Lines, and for no other purpose, including marketing or promotio of any other cruises or non-cruise products or services. Affiliated travel agencies may not sublicense, assign or provide such seal, trademarks, intellectual property, materials or information to any third parties, including affiliates or associates, without CLIA's written authorization.]
- CHANGES AFFECTING THE STATUS OF YOUR AGENCY In order to assist us in the accurate maintenance of our records, promptly advise us of any changes which alter the data you have provided in your application. If a change of ownership occurs, the new owner must meet

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the requirements for Agency listing. A change affecting ownership may require payment of a new Annual Agency Fee, as set forth in the

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{Statement of Policy and Procedure on file and available for review at the principal office of CLIA and at the offices of each Member Cruise Line. We will advise you further of those instances as they may become applicable to you.}

First Revised Page No. A-3

- TERMINATION OF YOUR AFFILIATION Whenever requested by you the affiliation of your Agency can be terminated. To insure a request for termination is accurately transmitted, please notify us in writing. Unfortunately, your Annual Agency Fee cannot be refunded. addition, any of the following circumstances could may, in the sole discretion of CLIA, result in an involuntary termination of affiliatio without refund of your Annual Agency Fee: (1) bankruptcy; (2) insolvency; (3) failure to effect timely payments to the Member Cruise Lines and/or timely refunds to your clients; (4) absconding; (5) the mishandling of funds or proprietary documents exchanged through you, which funds or proprietary documents you agree to hold in trust; or (6 ! a breach of any Agency Condition; (7) misappropriation or conversion o client funds; (8) misrepresentation, misappropriation or misuse of CLIA's name, seal, trademarks, or any CLIA materials provided to you f the purpose of promoting its Member Cruise Lines; or (9) any illegal activity, other wrongful or tortious conduct, or activities, policies, affiliations or associations which are harmful to the cruise industry relationships between Member Cruise Lines and travel agencies or prospective passengers. Additionally, and understandably, should you not respond to our invoicing for payment of the Annual Agency Fee, you affiliation will automatically lapse. Failure to pay the Annual Agency Fee in a timely manner will result in automatic termination of your affiliation.
- grounds for involuntary termination, you will be notified and given the opportunity to address the allegations prior to a declaration of involuntary termination. In the event that your affiliation actually involuntarily terminated, you again will be notified and will be given the opportunity to receive a review and a reinstatement. The procedure for notice, review, and reinstatement are contained in the Statement of the Policy and Procedure on file and available for review at the principal office of CLIA and at the offices of each Member Cruise Line.

 (g) OUR RIGHTS In the unlikely event that your affiliation should be involuntarily terminated as provided above, you agree to hold harmless the Association and any of its Member Cruise
- affiliation should be involuntarily terminated as provided above, you agree to hold harmless the Association and any of its Member Cruise Lines and their respective officers and employees for any loss, injury or damage related to a declaration of involuntary termination. You offurther agree to indemnify the Association and any of its Member Cruise Lines for any losses they may sustain as a result of the loss of documents or funds for which you have responsibility. Additionally, no claim for loss, injury or damage shall be made against the Association or its Member Lines regarding any good faith communication made in connection with the processing of an application for Affiliation. The rights of the Association and its Member Cruise Lines which will affect your dealings with them as an affiliated Agency are contained in the Statement of Policy and Procedure on file and available for review at

IC Agreement No.: 010071-027 Effective Date: Friday, September 2! Downloaded from WWW.FMC.GOV on Wednesday, April 26, 2017 the principal office of CLIA and at the offices of each Member Cruise Line.

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NON-AFFILIATED AGENCIES - As part of the democratic (h)

Third Fourth Revised Page No. A-4

STATEMENT OF POLICY AND PROCEDURE

(To be maintained at the principal office

(To be maintained at the principal office of CLIA and at the offices of Member Cruise Lines; available to Applicants and to Listed Agents upon request)

A. AGENCY FEES.

An Annual Agency Fee of U.S. \$170.00 \$219.00, the levels of which may be changed from time to time by the Association, shall be collected for each location on or before the commencement of each fiscal year.

When the Association is notified of a change in the form of ownership or Sin control, or the ability to control management of the Agency, a new in control, or the ability to control management of the Agency, a new Annual Agency Fee will be collected from the new owners for each Agency location affected.

В. THE RIGHTS OF AFFILIATED AGENTS.

- INVOLUNTARY TERMINATION OF AFFILIATION: NOTICE AND OPPORTUNITY Should the Association determine that an event has occurred which gives rise to grounds for an involuntary termination of affiliation, the Agency shall be notified of such grounds and shall be granted a reasonable opportunity to dispute the grounds for involuntary termination. Should the Association thereafter determine that involuntary termination is warranted, the Member Companies and the Agent shall simultaneously be notified that affiliation has been terminated, stating the reasons therefor. Notice shall be given by certified mail, return receipt requested.

 2. EFFECT OF INVOLUNTARY TERMINATION OF AFFILIATION. The involuntary termination of an Agent's affiliation for any of the causes listed in Condition (e) to Conditions for Agency Affiliation shall be deemed sufficient cause for cancellation and removal of the Agent's name from the Master List of Independent Travel Agents.

 3. OPPORTUNITY FOR REVIEW. The Agent will be given the opportunity for review of the grounds giving rise to involuntary termination of affiliation. The Agent must exercise such right within fifteen (15) days from the date of the Association's certified mail notice. Should the Association thereafter determine that

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APPENDIX B

ORGANIZATION AND FUNDING

1. ORGANIZATION.

- Managing Committee. The governing body of the Association shall be the Managing Committee which shall consist of a designated representative of each Member Company who shall be empowered to act and make binding decisions on behalf of his company.
- Large Committee Members, and such other officers as may be required shall be elected from among the Member Companies by the Managing Committee and each shall serve a term of office of 24 months and may be re-elected for one continuing term, except for the Chairman, whose term of office, as Chairman, and the Vice-Chairman, whose term as Vice-officers and Vice-Chairman an of office, as Chairman, and the Vice-Chairman, whose term as ViceChairman, will be limited to one two-year period. The terms of office of Chairman and Vice-Chairman shall commence on July 1 of even numbered years. In the event a Chairman resigns, the Vice-Chairman will replace the outgoing Chairman, for the following term of office: the remainder of the Chairman's term plus two years, if the remainder of the term is less than 18 months; or, the remainder of the Chairman's term, if the remaining term is greater than 18 months. The terms of office of Atremaining term is greater than 18 months. The terms of office of Atremaining term is greater than to months. The terms of the Large Committee Members will commence on July 1 of odd years. Only officially designated Member Line representatives are eligible for the Large Committee Member. offices of Chairman, Vice-Chairman, and At-Large Committee Member. {An out going Chairman is not eligible for the offices of Vice Chairman or

out going Chairman is not eligible for the offices of Vice Chairman or At Large Committee Member for a two year period. The President of the Association shall be employed pursuant to contract terms.

C. Committees.

(1). Executive Committee. There shall be an Executive Committee comprised of the Chairman, the Vice-Chairman, the {three}

[four] At-Large Committee Members, [and] the Marketing Committee's Chairman, {none} [no more than two] of whom may be employees or officer of the same Member Company or related Member Companies (defined as having 25% or more common ownership) {, and the} [. The] President of the Association [shall be a non-voting member of the Executive Committee. Association [shall be a non-voting member of the Executive Committee, The Chairman and the Vice Chairman of the Executive Committee may not b employees or officers of the same Member Company or related Member Companies]. If, for whatever reason, more than {one} [two] Executive Committee {position is} [positions are] held by representatives of the same Member Company or related Member Companies, all but {one position} [two positions] must be resigned immediately. Vacancy(ies) in the Executive Committee positions will be filled in accordance with the procedures applicable to resignation of the committee member as stated in paragraphs 1(B) and 1(C)(2) of this Appendix B, or, where no procedure is stated, at the next Managing (Committee meeting based on Nominating Committee recommendations. The Executive Committee will oversee the Association's operating activities between meetings and will maintain the financial integrity of the | Committee meeting based on

0.60V ownloaded from WWW.FM Nominating Committee recommendations. In the interim, the Executive Committee will continue at a reduced level until the position is filled. The Executive Committee will oversee the Association's operating activities between meetings and will maintain the financial integrity of the

approved Managing Committee Plan and Budget. Plan variances in excess of 10% of the aggregate revenue or expense will require approval of the full Managing Committee. All policy matters will be approved by the full Managing Committee in order to become accepted policy.

- (2). Marketing Committee. There shall be a Marketing Committee, comprised of representatives of Member Companies, which wil in provide for geographic and product representation. The Executive Committee will appoint a Chairman of the Marketing Committee, who shall serve a term of office of 24 months, commencing on July 1 of even numbered years. In the event of the resignation of a Marketing Committee Chairman, the Executive Committee will appoint an acting Chairman of the Marketing Committee to serve the remainder of the Chairman's term of office. All Members of the Marketing Committee may serve for successive one-year terms. Although the Managing Committee the governing body of the Association and as such is the ultimate decision-making authority, the Marketing Committee has the authority t implement programs it has planned which have been conceptually approve by the Managing Committee. [At no time may the Chairman of the Marketing Committee and the Chairman of the Executive Committee be the same Member Company or related Member Companies. If a Corporate voluntary personnel change creates a situation in which the previous sentence is violated, then either the Chairman or the Marketing Committee or the Chairman of the Executive Committee must resign The Nominating Committee will then nominate a candidate for action at the next Managing Committee Meeting.]
- (3). <u>Nominating Committee</u>. There shall be, as necessary, a Nominating Committee, responsible for recommending candidates for the offices of Chairman, Vice-Chairman, and At-Large Committee Member to the Managing Committee. The Nominating Committee shall be comprised of all past Chairmen of the Association, and such additional members, selected by the Nominating Committee Chairman, as necessary to insure representation by all sizes of Member Lines. The immediate past Chairman of the Association shall serve as the Nominati Committee Chairman. Members of the Committee must be officially designated Member Line representatives.
- (4). Other Committees. Additional standing or temporal committees may be created and assigned duties by the Managing Committee or Executive Committee as considered necessary. Unless otherwise agreed, the findings of such additional committees shall be recommendatory only.

 {* 5 moved from here; text not shown}

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[** 5] D. Staff Officers. The Managing Committee may appoint Staff Officers of the Association who shall be employees of the Association. Under the direction of the Managing Committee and/or the Executive Committee and/or the Marketing Committee, as appropriate, the shall be responsible for fulfillment of such assigned duties as are consistent with the purposes of the Agreement. Staff Officers of the Association who shall be employees of the Under the direction of the Managing Committee and/or the

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> American Hawaii Cruises Bergen Line, Inc. Carnival Cruise Lines Celebrity Cruises, Inc. Commodore Cruise Line Costa Cruise Lines Crystal Cruises Cunard Delta Queen Steamboat Co. Disney Cruise Line First European Cruises Holland America Line Mediterranean Shipping Cruises Norwegian Cruise Line Orient Lines, Inc. Premier Cruises Princess Cruises Radisson Seven Seas Cruises Regal Cruises Royal Caribbean International Royal Olympic Cruises Seabourn Cruise Line Silversea Cruises Windstar Cruises

> > James G. Godsman, President of CLIA and duly authorized representative of the CLIA Member Lines